IOT Network Management - 2017

Who We Are:
A 14-member team that manages the statewide data network for the Executive Branch, Judicial Branch, Attorney General, Treasurer, Auditor, Secretary of State and Department of Education.

Our Mission: Maintain and maximize network connectivity.

Department: 493011

Manager: John Stipe

What We Do:
The team supports data network connectivity adds/moves/changes, which includes management of more than 4,000 network devices at more than 1,000 sites. The team also supports remote access through VPN for more than 4,000 users and wireless LAN access through more than 1,100 wireless access points statewide.

Our Products:

1117	Cellular Phone Services
1155	Network Services

Our Tools:

vFire	Ticket Management and SLA Measurement
Cisco Identity Services Engine	Authorization, Identification & Accounting of Network Attached and Remotely Connected Devices and Users
Cisco Prime Infrastructure	Wireless Network Management
Cisco Smart Services Conn	Cisco Inventory and Support Management
MS Azure Active Auth	2–Factor Authentication
QRadar	Syslog Management
Solarwinds NMS	Network Mgt, Alert Mgt\Outage notification, Perf Metric's and Usage\Capacity planning.
Verizon MyBiz	Verizon Cellular Service Order Management

Our Metrics: Mon-Fri 6am-6pm excluding state holidays

Network Tickets:

Resolve customer issues within 40 IOT business hours	90%+ G; 87%+ Y; <87% R

Network Availability:

Campus Area Network	99.9%+ G; 97.9%+ Y; < 97.9% R
Wide Area Network	98.9%+ G; 96.9%+ Y; < 96.9% R
Switch Availability	99.9%+ G; 97.9%+ Y; <97.9% R
VPN Availability	99.9%+ G; 97.9%+ Y; <97.9% R

Our Customers:
Executive Branch, Judicial Branch, Attorney General, Treasurer, Auditor, Secretary of State and Department of Education.

Our Budget: $6.8 million

Recent Major Accomplishments:
- Refresh local area network for ISDH at 2 N Meridian
- Upgrade Lifeline firewalls from Firewall Service Modules to ASA Service Modules
- Consolidate Logansport State Hospital network
- Migrate all ActiveSync users to MobileIron
- Install and implement Identity Services Engine for VPN and Wireless authentications

Current Projects:
- Add Extranet Redundancy to Bloomington Data Center
- Configure Identity Services Engine for network port level authentication and MobileIron Integration
- Add OverLay Network Transport to Protected Data Zone
- Continued support for VaaS implementation as necessary